



## **Title VI Plan**

**January 1, 2024 – December 31, 2027**

## **Table of Contents**

Title VI Policy Statement	3
Administration	4
Grant and Procurement Assurances	4
Title VI Coordinator Responsibilities	4
Notice	6
Community Statistics	8
Potential or Known Community Impacts	16
Limited English Proficiency (LEP)	16
Transportation	19
Minority Business	20
Training	20
Compliance Reviews, Audits, Complaints and Other Investigations	21
Complaints	22
 Appendices	

## **Title VI Policy Statement**

Gerald R. Ford International Airport Authority (the “Authority”) assures that no person shall on the grounds of race, color, national origin, sex, sexual orientation, gender identity, creed, age, or disability (hereafter, the “protected bases”), as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 (PL 100.259), Section 520 of the Airport and Airway Improvement Act of 1982, and related authorities (hereafter, “Title VI and related requirements”), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity.

The Authority further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs are federally funded or not including any programs or activities of our sub-recipients. Any time communities may be impacted by programs or activities every effort will be made to involve them and the general public in the decision-making process.

The Authority requires nondiscrimination assurances, as proscribed by FAA, from each tenant, contractor, and concessionaire providing an activity, service, or facility at the airport. Assurances must be included in any related lease, contract, or franchise agreement between the Authority and each tenant, contractor, and concessionaire, as well as in any similar agreements with their own sub-tenants and sub-contractors.

The Authority’s Human Resources Director, Heather Day, is the point of contact for all Title VI matters and related responsibilities, including those required by 49 CFR 21. She may be contacted during regular business hours by phone ((616) 233-6037) or email (GFIAATitleVI@GRR.org).



---

**Torrance Richardson**  
**President and CE**

---

**February 18, 2024**

---

**December 31, 2027**  
**3-Year Expiration Date**

---

## **Administration**

The Board of the Gerald R. Ford International Airport Authority ("Authority Board") has reviewed and adopted this Title VI Plan for the Authority. This plan will be updated no less than once every three years. The plan will not be re-adopted following minor changes such as updating the President and CEO's or the Coordinator's names. Significant revisions to our policies or federal guidelines may warrant readoption by the Authority Board and resubmittal to the FAA.

Heather Day serves as the Authority's Title VI Coordinator and is responsible for the overall management of the Authority's Title VI Program and the Limited English Proficiency (LEP) Access Plan described in this document.

In addition to the Coordinator and airport sponsor's leadership, the following people also assist with our Title VI program requirements: *none at this time*

Gerald R. Ford International Airport Authority has the following airport program sub-recipients:

### **Sub-Recipients**

None
------

---

As of the date of this plan, Gerald R. Ford International Airport Authority has the following pending applications for Federal financial assistance:

<b>Federal Source</b>	<b>Grant Number</b>	<b>Amount</b>
<i>FAA AIP</i>	<i>3-26-0039-xxx-202x</i>	<i>\$8,608,190</i>

Updated information for pending and awarded grant applications will be available through the following methods:

<b>Federal Source</b>	<b>Grant Award Information Available at:</b>
FAA AIP	<a href="https://www.faa.gov/airports/aip/">https://www.faa.gov/airports/aip/</a>

## **Grant and Procurement Assurances**

49 CFR § 21.7 (a)(1); 49 CFR Part 21 Appendix C (b)

Prior to or upon application for any grant, including grants for the purchase of land or an airport or noise implementation project involving construction, the Authority will execute the complete standard grant assurances for Title VI and related requirements applicable to the grant, in the form prescribed by FAA. See [https://www.faa.gov/airports/aip/grant\\_assurances/#current-assurances](https://www.faa.gov/airports/aip/grant_assurances/#current-assurances).

### **Clauses/Covenants**

- a. All contracts, leases, deeds, licenses, permits or other similar instruments, must contain the contractual requirements and clauses, in the form prescribed by FAA. [https://www.faa.gov/airports/aip/procurement/federal\\_contract\\_provisions/](https://www.faa.gov/airports/aip/procurement/federal_contract_provisions/).
- b. The Authority requires Civil Rights clauses to be included in solicitations and contracts for all subcontractors, subleases, and other agreements at any tier as applicable.
- c. The Authority complies with its responsibilities by maintaining template contract documents, training employees responsible for contracting and procurement, and periodically auditing contracts to verify that they include the required language.

### **Description of Oversight Methods for Subcontracts**

All contracts issued by GFIAA include GFIAA standard covenants which include Civil Rights provisions and Title VI Assurances. Standard contract language requires subcontracts issued by direct contract holders to specifically include these provisions. GFIAA Standard Covenants are regularly reviewed by airport legal counsel for compliance with state and federal requirements and are the airport purchasing department's basis for all contract documents. Contracts are audited annually for compliance with airport purchasing policies, including the application of standard covenants.

## **Title VI Coordinator Responsibilities**

The Title VI Coordinator is responsible for initiating and monitoring activities for Title VI and related requirements, preparing required reports, and ensuring that the Authority meets other related responsibilities. This includes ensuring training is conducted, language interpretation and

translation resources are available, and appropriate notices are posted. This also includes updating community statistics, and corresponding with the FAA, as necessary.

Among other responsibilities, the Title VI Coordinator:

- Proactively ensures that the Authority is in compliance with nondiscrimination requirements of Title VI and reports to the Authority's leadership on the status of Title VI compliances.
- Responds promptly to requests by FAA for data and records and for the scheduling of compliance reviews and other FAA meetings to determine compliance with Title VI and related requirements.
- Receives discrimination complaints covered by Title VI and related requirements, and forwards them to the FAA, within 15 days of receipt, together with any actions taken to resolve the matter.
- Provides the FAA with updates regarding its response and status of early resolution efforts to complaints concerning Title VI and related requirements (49 CFR Part 21, Appendix C(b)(3)), including resolution efforts.
- Annually reviews the airport's Title VI plan and disseminates information throughout staff and the Authority's leadership.
- Coordinates data collection to evaluate whether racial or ethnic groups are unequally benefited or impacted by airport programs. The data will be regularly assessed and readily available upon request (49 CFR § 21.9(b) & (c)). Data collection methods will include optional demographic questions in: airport customer satisfaction surveys, customer complaints, airport event sign-in sheets, and bids/proposals for airport contracts, and other methods described in the airport Community Participation Plan (CPP).
- Maintains demographic data for members of appointed planning, advisory, or similar bodies for the airport. Identifies any disparities compared to the community. Provides information to the membership selecting official/committee, particularly when vacancies occur.
- Maintains a copy of 49 CFR Part 21 for inspection by any person asking for it during normal working hours (49 CFR 21, Appendix C (b)(2)(i))

Additional responsibilities are outlined in the Audits, Lawsuits, and Other Investigations, and Complaints Sections of this plan.

The Title VI Coordinator has requested and received access to the Title VI portion of the FAA Civil Rights Connect System (<https://faa.civilrightsconnect.com/>).

## **Notice**

### **49 CFR Part 21 Appendix C(b)(2)(ii)**

The Authority will conspicuously display the FAA-provided Unlawful Discrimination Posters in all public areas on airport property, including those with pedestrian activity. The Title VI Coordinator ensures these posters are visible, accessible, and maintained. The poster template is available at

[https://www.faa.gov/sites/faa.gov/files/about/office\\_org/headquarters\\_offices/acr/discrimination\\_poster.pdf](https://www.faa.gov/sites/faa.gov/files/about/office_org/headquarters_offices/acr/discrimination_poster.pdf) and a completed copy is attached. See Appendix.

The Authority has posted the Title VI policy statement at its staff offices, and disseminated this Title VI Plan among its employees and airport contractors, concessionaires, lessees, and tenants.

Posters are displayed in each area of the terminal, including the following public locations:

<b>Terminal/FBO/Concessions/ Other Locations</b>	<b>Quantity in Pre-Security Area</b>	<b>Quantity in Post-Security Area</b>	<b>Additional Quantities</b>
<b>Concourse A</b>	<b>2</b>	<b>2</b>	
<b>Concourse B</b>	<b>2</b>	<b>2</b>	
<b>Main Baggage Area</b>	<b>2</b>		
<b>Signature Flight Services</b>	<b>1</b>		<b>1</b>
<b>Avflight</b>	<b>1</b>		<b>1</b>
<b>Prospect Hill</b>		<b>1</b>	<b>1</b>
<b>Starbucks</b>		<b>1</b>	<b>1</b>
<b>Ink by Hudson</b>		<b>1</b>	<b>1</b>
<b>Great American Bagel</b>		<b>1</b>	<b>1</b>
<b>MI Taproom</b>		<b>1</b>	<b>1</b>
<b>Thornapple Essentials</b>		<b>1</b>	<b>1</b>
<b>Blue Bridge Market</b>		<b>1</b>	<b>1</b>
<b>Altitude</b>		<b>1</b>	<b>1</b>
<b>Rental Car Location</b>	<b>3</b>		<b>2</b>

### **Outreach to Affected Communities**

The Authority's Commercial Development Department ensures that notices for public meetings reach all segments of the impacted community. The Title VI coordinator will identify the effective media platforms to share announcement and notices. Announcements are made in social media, general circulation newspapers, community newspapers, and email broadcast. The Commercial Development Department contacts leaders and representatives in Affected Communities directly to confirm effective media platforms to reach all Affected Communities

and provide important feedback on translated materials. The office maintains records of all such notices and the efforts made to reach each of the Affected Communities

The Authority will create a detailed CPP by April 30, 2024. A copy of the plan will be available at [www.gtr.org/find](http://www.gtr.org/find)

To ensure that the community is effectively informed of and able to participate in public hearings, the Commercial Development Department includes public notices in appropriate languages when a significant number or proportion of any of the Affected Communities has limited English proficiency, including the communities identified below. Such notices will include direction for obtaining an interpreter, free of charge, for public hearings. 28 CFR § 42.405(d). See Limited English Proficiency (LEP) Section.



## Community Statistics

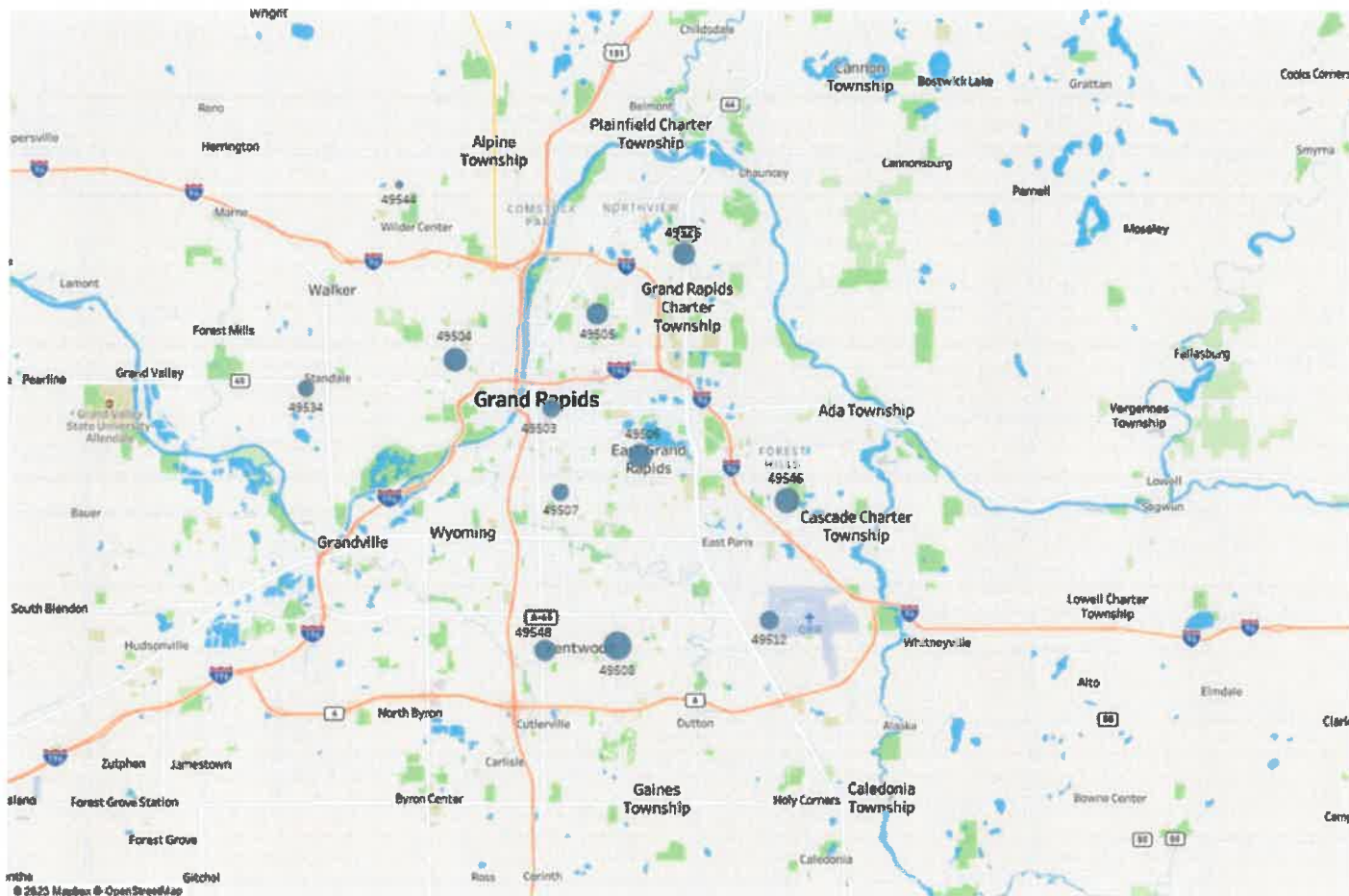
Title VI regulations require Federal grant recipients to know their community demographics. See 49 CFR § 21.9(b). By knowing this information, the Authority will be able to identify, understand, and engage with communities. In doing so, the Authority needs to know about communities eligible to be served, actually or potentially affected, benefited or burdened by the Authority's airport program.

Affected Communities	Population <sup>1</sup>
<b>Communities Proximate to the Airport or in Flight Path</b>	
49302 (includes Alaska, Alto, Whitneyville)	9,496
49316 (includes Caledonia, Dutton, Gaines)	24,984
49512 (includes Kentwood, East Paris)	17,542
49546 (includes Cascade, Eastmont, Forest Hills)	31,774
<b>Primary Sources of Passengers</b>	
49504	39,711
49505	32,401
49506	32,617
Kentwood 49508	39,871
Forest Hills 49525	29,453
<i>Forest Hills 49546</i>	<i>31,774</i>
Kentwood 49548	33,421
<b>Primary Sources of Airport Workers</b>	
<i>To Be Determined</i>	

Hereafter, the above communities will be referred to collectively as “the Affected Communities”.

---

<sup>1</sup> Source: U.S. Census S1701, 2020 American Community Survey 5-Year Estimates



We have identified the following facts about the Affected Communities:

#### Low Income Communities.

A low-income area is an identifiable group of persons living in geographic proximity whose median household income is at or below the Department of Health and Human Services poverty guidelines. Pursuant to Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations," The Authority is collecting information about affected and potentially affected low-income communities. According to U.S. Census Report S1701(Poverty Status in the Past 12 Months), the overall poverty level for the Grand Rapids-Kentwood, Michigan Metro Area that includes all of the Affected Communities] is approximately 10.3%. The poverty rate remains similar compared with the rest of the state of Michigan. The poverty rates for the specific Affected Communities vary as described in the following table:

<b>Affected Communities</b>	<b>Poverty Rate (%)<sup>2</sup></b>
49504	19.2
49548 (Kentwood)	15.6
49505	14.9
49508 (Kentwood)	11.6
49546 (Cascade, Eastmont, Forest Hills)	8.1
49506	6.9
49525 (Forest Hills)	6.2
49512 (Kentwood, East Paris)	6
49316 (Caledonia, Dutton, Gaines)	3.5
49302 (Alto, Alaska, Whitneyville)	2

### Racial and Ethnic Communities.

Demographic data for race, color, and national origin was evaluated to identify minority communities and populations in each Affected Community. The demographic composition by race, color, or national origin for the specific Affected Communities are as follows:

#### **Affected Community: 49504** **Total Affected Community Population: 39,711**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	32,387	81.6
Black or African American	2,758	6.9
American Indian or Alaska Native	142	0.4
Asian	506	1.3
Native Hawaiian or Other Pacific Islander	0	0
Hispanic or Latino	5,628	14.2
More than one	2,097	5.3
Other	1,821	4.6

<sup>2</sup> Source: U.S. Census S1701, 2020 American Community Survey 5-Year Estimates

**Affected Community: 49548**  
**Total Affected Community Population: 33,421**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	23,136	69.2
Black or African American	3,172	9.5
American Indian or Alaska Native	89	0.3
Asian	1,894	5.7
Native Hawaiian or Other Pacific Islander	18	0.05
Hispanic or Latino	7,645	22.9
More than one	2,765	8.3
Other	2,347	7.0

**Affected Community: ZCTA5 49505**  
**Total Affected Community Population: 32,401**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	23,828	73.5
Black or African American	4,730	14.6
American Indian or Alaska Native	66	0.2
Asian	913	2.8
Native Hawaiian or Other Pacific Islander	39	0.1
Hispanic or Latino	1,974	6.1
More than one	2,453	7.6
Other	372	1.1

**Affected Community: ZCTA5 49508**  
**Total Affected Community Population: 39,871**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	22,593	56.7
Black or African American	10,133	25.4
American Indian or Alaska Native	150	0.4
Asian	3,897	9.8
Native Hawaiian or Other Pacific Islander	0	0
Hispanic or Latino	3,025	7.6
More than one	2,480	6.2
Other	618	1.5

**Affected Community: ZCTA5 49546**  
**Total Affected Community Population: 31,774**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	25,894	81.5
Black or African American	2,739	8.6
American Indian or Alaska Native	174	0.5
Asian	2,128	6.7
Native Hawaiian or Other Pacific Islander	7	0.02
Hispanic or Latino	1,351	4.3
More than one	738	2.3
Other	94	0.3

**Affected Community: ZCTA5 49506**  
**Total Affected Community Population: 32,984**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	26,053	79.0
Black or African American	4,303	13.0
American Indian or Alaska Native	125	0.4
Asian	589	1.8
Native Hawaiian or Other Pacific Islander	16	0.05
Hispanic or Latino	1,067	3.2
More than one	1,561	4.7
Other	337	1.0

**Affected Community: ZCTA5 49525**  
**Total Affected Community Population: 29,453**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	26,352	89.5
Black or African American	736	2.5
American Indian or Alaska Native	7	0.02
Asian	581	2.0
Native Hawaiian or Other Pacific Islander	9	0.03
Hispanic or Latino	980	3.3
More than one	1,151	3.9
Other	617	2.1

**Affected Community: ZCTA5 49512**  
**Total Affected Community Population: 17,724**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	11,491	64.8
Black or African American	4,753	26.9
American Indian or Alaska Native	42	0.2
Asian	926	5.2
Native Hawaiian or Other Pacific Islander	46	0.3
Hispanic or Latino	1,113	6.3
More than one	438	2.5
Other	28	0.2

**Affected Community: ZCTA5 49316**  
**Total Affected Community Population: 24,040**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	21,347	88.8
Black or African American	564	2.3
American Indian or Alaska Native	89	0.4
Asian	1,126	4.7
Native Hawaiian or Other Pacific Islander	0	0
Hispanic or Latino	756	3.1
More than one	634	2.6
Other	280	1.2

**Affected Community: ZCTA5 49302**  
**Total Affected Community Population: 9,204**

<b>Demographic Group within Affected Community</b>	<b>Number of People in Minority Group</b>	<b>Percent of Total Affected Community Population</b>
White	8,978	97.5
Black or African American	2	0.02
American Indian or Alaska Native	25	0.3
Asian	46	0.5
Native Hawaiian or Other Pacific Islander	0	0
Hispanic or Latino	280	3.0
More than one	145	1.6
Other	8	0.09

### Limited English Proficiency.

The goal of all language access planning and implementation is to ensure that the Authority communicates effectively with limited English proficient (LEP) individuals. Effective language access requires self-assessment and planning. The next table lists non-English languages that are spoken in LEP households in the Affected Communities. The data source is U.S. Census B16001, 2021 American Community Survey 5-Year Estimates

The threshold we have used for identifying the languages with significant LEP populations is the DOT LEP Policy Guidance safe harbor threshold, which is 5% or 1,000, whichever is less. The safe harbor for our community is 1,000. Please refer to the end of this document to find data for all languages in our community.

<b>Languages Spoken by LEP Population that Meet the Safe Harbor Threshold</b>	<b>Number</b>	<b>Margin of Error</b>	<b>Percent</b>
All Languages	1,329,557	+/-127	100
<u>Spanish</u>	24,626	+/-1,443	1.9
Serbo-Croatian	1,028	+/-353	0.08
<u>Nepali, Marathi, or other Indic languages</u>	1,265	+/-623	0.1
Chinese (incl. Mandarin, Cantonese)	1,484	+/-352	0.1
Korean	1,097	+/-455	0.08
Vietnamese	2,864	+/-540	0.2
Swahili or other languages of Central, Eastern, and Southern Africa	1,860	+/-634	0.1

Frequency of contact with LEP individuals at the airport and airport-related activities (all languages):

<b>Languages Spoken by LEP Persons</b>	<b>A few times a year (12 or less days a year)</b>	<b>Several times a month (13 to 51 days a year)</b>	<b>At least once a week (52 to 364 days a year)</b>	<b>Every day (365 days a year)</b>
Spanish				X
Serbo-Croatian	X			
Nepali, Marathi, or other Indic languages	X			
Chinese (incl. Mandarin, Cantonese)		X		
Korean	X			
Vietnamese			X	
Swahili or other languages of Central, Eastern, and Southern Africa	X			
Arabic	X			
French	X			
German	X			

This information is updated periodically<sup>3</sup> through checking the following resources:

<b>Data Sources for Languages Spoken in Affected Community</b>	<b>Website link to Data Source</b>
U.S. Census Bureau	<a href="https://data.census.gov/cedsci/table?q=B16001&amp;tid=ACSDT1Y2019.B16001">https://data.census.gov/cedsci/table?q=B16001&amp;tid=ACSDT1Y2019.B16001</a>

#### Beneficiary Diversity.

Demographic information is collected from airport customers, attendees at community meetings, and businesses seeking opportunities at the airport, through voluntary disclosures.

#### **Description of Beneficiary Demographic Information Collection Methods**

- *Airport Customer Service Office conducts biannual surveys of airport guests for customer satisfaction with airport concessions, restroom cleanliness, food offerings, and other elements and services. The survey includes a voluntary request for demographic information.*
- *Participants at small business workshops, pre-bid meetings, and other public meetings are asked to complete an anonymous survey that includes demographic information.*
- *Businesses that submit bids or offers are asked to complete an anonymous survey that includes demographic information, submitted through a data collection website.*

#### Staff and Advisory Board Diversity.

Demographic information is collected from airport program employees and members of planning, advisory, or similar bodies, through voluntary disclosures.

#### **Description of Employee and Advisory Board Demographic Information Collection Methods**

- *Employees are asked to submit voluntary confidential demographic information at time of hiring. Job applicants are asked to submit the same information when submitting their job application through the job application website.*
- *Every 3 years, the Authority administration sends an email to all members of any planning, advisory, or similar bodies asking them to voluntarily and anonymously enter demographic information through an online survey.*

<sup>3</sup> Data will be kept up-to-date, but this plan will not be updated to reflect incremental data changes during the Plan's 3-year period.



## **Potential or Known Community Impacts**

The Authority has not undertaken any program, project, or activity that has a disparate impact on the basis of race, color, or national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age.

The Authority will not undertake any program, project, or activity in the future that has a disparate impact on the basis of race, color, or national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age without eliminating or minimizing the impact to the extent possible and without a substantial legitimate nondiscriminatory justification for the program, project, or activity.

The following airport facilities are already in use or under construction and expected to be in use within the next 3 years:

<b>Existing Airport Facilities</b>	<b>Affected Community Impacted by Operation of the Facility</b>
East/West Runways	None
North/South Runway	Cascade Township – residential facility/noise
Terminal and Concourses A & B	None
Various Existing Buildings Not Connected to Terminal	None
Consolidated Rental Car Facility	None
Aircraft Rescue Firefighting Station	None

The following airport facility projects (including all alternatives) are in construction or expected to be in construction within the next 3 years:

<b>Airport Facility Construction Projects</b>	<b>Affected Community Impacted by Construction of the Facility</b>
Terminal Enhancement Program – Phases 1 and 2	None
Grand Canopy Extension	None
Air Traffic Control Tower Relocation	TBD – Environmental Assessment underway (January 2024)
Snow Removal Equipment Storage Building	None
Federal Inspection Station	None
Concourse B Enclosure Replacement	None
Runway 8R Wildlife Habitat Mitigation	None

We have analyzed the above existing facilities and facility construction projects for disparate impacts on the basis of race, color, or national origin (including LEP) in Affected Communities. The following have disparate impacts:

<b>Facilities or Construction Projects with Disparate Impacts</b>	<b>Affected Community Impacted</b>	<b>Impact Can Be Eliminated?</b>
<i>North/South Runway</i>	<i>Cascade Township</i>	<i>Yes</i>

**Justifications:**

Runway impacts noted are related to airport noise. The airport Part 150 noise program was completed over 10 years ago and is protective of all residential facilities (one) within the airport's 65 dNL contour. Presumed runway effects over commercial and industrial facilities are not noted here as these are compatible operations. The surrounding communities of the City of Kentwood, Gains Township, Caledonia Township, Ada Township, and Grand Rapids Township do not have any residential units in the airport's 65 dNL contour.

<b>Facilities or Construction Projects</b>	<b>Justification</b>
None identified	As of January 2024

## **Limited English Proficiency (LEP)**

### **Executive Order 13166**

In creating a Language Assistance Plan, the Authority will consider the volume, proportion, or frequency of contact with LEP persons in determining the appropriate language assistance to provide.

In the Community Statistics section of this Plan, we identified the following languages spoken by LEP persons in Affected communities:

**Language**

Spanish  
 Serbo-Croatian  
 Nepali, Marathi, or other Indic languages  
 Chinese (incl. Mandarin, Cantonese)  
 Korean  
 Vietnamese  
 Swahili or other languages of Central, Eastern, and Southern Africa

The Authority also collects data for languages spoken by airport guests, which is useful for

anticipating potential LEP needs. Data sources include:

- Airport language line usage, as a percentage of calls received for the airport, as identified in our request for assistance log.
- Flight origins and destinations, including through connections, and other air carrier customer data.
- Requests to general airport assistance lines, concessionaires, security, and other similar information.

Based on the above data, the following additional languages have been identified as likely to be spoken by LEP airport guests:

Language
None

The Title VI Coordinator will also actively engage with community educators, community groups, places of work, business groups, social groups, and the like to confirm that translation and interpretation services are accurate and effective. Additionally, the Title VI Coordinator will inform the Authority's leadership and staff of the responsibility to provide language access. We have made the following plans to provide translation services free of charge to ensure that individuals with LEP have access to the benefits of the airport:

**Translation Services:**

- All written notices contain a statement in the identified languages, when appropriate, of how to receive translated written materials.
- Information regarding translation services can be obtained at:

Location for Translation Assistance
Contact the Communications Center at GRR at 616-233-
Contact the Information desk at Baggage Claim

### **Interpretation Services:**

The Authority maintains a list of bilingual and multilingual employees and other individuals working at the airport, the languages they speak, and their associated contact information. The list is updated annually in the Public Information Handbook and distributed to Authority employees as appropriate. Generally, these volunteers are available to assist members of the public with verbal real-time interpretation, during normal business hours.

The Authority has interpreters available for the following languages:

Albanian	German	Polish
American Sign Language	Hindi	Portuguese
Amharic	Italian	Russian
Arabic	Karen (Karenic)	Serbian
Bosnian/Croatian	K'Iche	Spanish
Bulgarian	Korean	Swahili
Burmese	Mandarin	Tigrigna
Filipino	Nepali	Vietnamese
French	Oromiffa	

## **Transportation**

### **49 Part CFR 21 Appendix C (a)(1)(ix)**

In the Community Statistics section of this plan, we identified Affected Communities and provided demographic and related data for the community populations. The minority and disadvantaged community areas located within the Affected Communities are identified below. Other minority and disadvantaged community areas that are near the airport but not within Affected Communities are also identified below.

The following chart identifies existing and planned transit services connecting the airport employment centers with the identified minority and disadvantaged community areas.

<b>Minority and/or Disadvantaged Community Areas</b>	<b>Transit Service</b>	<b>Planned or Existing</b>
East Grand Rapids, Grand Rapids, Grandville, Kentwood, Walker, and Wyoming	Fixed-Route bus service	Existing
East Grand Rapids, Grand Rapids, Grandville, Kentwood, Walker, and Wyoming	Door to door paratransit service	Existing

As noted above, The Rapid serves Affected Communities. However, There is only one route servicing the airport which includes the following stops (all within Grand Rapids zip code 49512):

- Kentwood Stations Woodland Mall
- Radcliff and 28th Street
- 29th and Shaffer
- 29th and Broadmoor
- 29th and Lake Eastbrook
- East Paris and 29th
- East Paris north of Riviera
- East Paris across from Woodland Creek
- East Paris and Forest Creek

This route only operates Monday through Friday. The Authority will seek to coordinate with the Grand Rapids Interurban Transit Partnership (The Rapid) to encourage it to provide additional transit service access between the airport and minority and disadvantaged community areas located within the Affected Communities.

## **Minority Businesses**

### 49 CFR 21 Appendix C (a)(1)(x)

Bids for airport concessions and other business opportunities are solicited from area minority and women-owned businesses through the following methods:

<b>Type of Airport Business Opportunity</b>	<b>Minority Business Outreach Methods</b>
<b>Landscaping</b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b>Perimeter Gate Replacement</b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b>On Call Architecture</b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b>On Call Engineering</b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b>On Call Construction Management</b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b>Security Services</b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b><u>Parking lot construction</u></b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b>General Contracting – Multiple</b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b><u>Solar Array Installation</u></b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b>Building Design</b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b><u>Carpet Replacement</u></b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b>Airfield Lighting Replacement</b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b><u>Airfield Pavement Repair</u></b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b>Fuel Farm Construction</b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b><u>Snow Removal Services</u></b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b>Janitorial Services</b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b><u>Elevator and Escalator Maintenance</u></b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>
<b>Parking Structure Maintenance</b>	<b>Direct Email, Website Posting, Grand Rapids Builders Exchange, Outreach open house events</b>

Selections are in compliance with Title VI, Part 21, and related requirements. Information on the award process and documentation for specific bid decisions is kept with Business Development Department.

## **Training**

New employee orientation incorporates Title VI training. Topics include:

- Title VI and related laws prohibit discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age
- Title VI complaints must be forwarded to the Coordinator
- Protections against retaliation for filing civil rights complaints or related actions
- Title VI notices must be displayed throughout the airport public facilities
- All contracts must include Title VI clauses
- Language interpretation and translation services
- Cultural and community relations sensitivity training
- Anti-harassment training

Refresher information will be provided annually.

## **Compliance Reviews, Audits, Complaints, Lawsuits, and Other Investigations**

**FAA Notification.** The Title VI Coordinator will notify FAA of any pending investigations and reviews, including:

- Compliance reviews or audits concerning civil rights requirements, including any Title VI, ADA, Sec. 504, Title VII/EEO, or other civil rights program compliance review or audit to be performed on the Authority or any of its sub-recipients by any state, local or federal agency.
- Complaints, lawsuits, or other investigations alleging noncompliance with civil rights requirements, including allegations of discrimination based on race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age, whether because of alleged actions of the authority or its employees, contractors, or tenants.

As discussed in the Title VI Complaints Section, Title VI complaints must be forwarded to FAA contacts within 15 days of receipt. For all other civil rights investigations, The Authority must notify FAA contacts of any new investigations prior to grant execution.

At regular intervals, the Title VI Coordinator will provide FAA contacts with status updates for the investigations and reviews, until completed. For each existing investigation or review completed within 5 years of this plan, the Title VI Coordinator will also provide a statement about the outcome, unless previously provided.



## **Complaints**

49 CFR 21.11 and Appendix C(b)(3); 28 CFR 42.406(d)

**Scope.** These procedures are for complaints of discrimination under Title VI and related laws (hereafter “Title VI Complaints”). In order to be a Title VI Complaint, the complaint must:

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.
2. Not only be for employment matters
3. Allege misconduct by the Authority including Authority employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the Authority including Authority employees, contractors, concessionaires, lessees, or tenants.

**Rights.** Any person who believes that he or she has been subjected to discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age has the right to file a complaint with the Authority. Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

**Receipt of Complaint.** The Title VI Coordinator will log in the complaint and promptly send copies of the complaint to the Authority office involved in the complaint, the Chief Executive Officer, Human Resources and any other office, as appropriate.

Complaints must be filed within 180 days of the discriminatory event, must be in writing, and must be delivered to the Title VI Coordinator

Heather Day, Human Resources Director  
Gerald R. Ford International Airport Authority  
5500 44th St. SE, Grand Rapids, MI 49512  
(616) 233-6037

If a complaint is initially made by phone, it must be supplemented with a written complaint before 180 days after the discriminatory event has passed. If a verbal complaint is received, the complainant should be given a copy of the Airport Discrimination Complaint Procedures and instructed to submit a written complaint. Accommodation will be provided upon request to individuals unable to file a written complaint due to a disability.

Initial Procedure. The Title VI Coordinator or his or her designated representative may meet with the complainant to clarify the issues, obtain additional information, and determine if informal resolution might be possible in lieu of an investigation. If successfully resolved, the Title VI Coordinator will issue a closure letter to the complainant, record the disposition in the complaints log, and report the resolution to FAA.

### **Discrimination Complaint Referral Procedure**

Internal Complaint Referral. All Title VI complaints must be promptly forwarded to the Title VI Coordinator. Complaints should generally be forwarded on the day that they are received and must be forwarded no later than the following business day.

Initial FAA Notification. A copy of each Title VI complaint will be forwarded to the FAA within 15 days of initial receipt (not the date that the Title VI Coordinator was notified). The Title VI Coordinator will forward a copy of the complaint and a statement describing all actions taken to resolve the matter, and the results thereof to the FAA Civil Rights staff. (Note: complaints based on disability do not have to be forwarded to FAA.) To transmit complaint information to the FAA, the Title VI Coordinator will email the FAA Office of Civil Rights analyst(s), as well as upload the relevant information to the FAA Civil Rights Connect System. The Title VI Coordinator will also seek technical assistance from FAA, as needed, throughout complaint intake, investigation and resolution process.

### **Investigation Procedure**

Assignment of Investigator. The Title VI Coordinator will immediately begin the investigation or designate an investigator.

Cooperation with FAA. The Title VI Coordinator will promptly investigate all Title VI complaints, including those referred by the FAA for investigation. If the FAA is investigating a complaint against the Authority, the Title VI Coordinator will avoid interfering with the FAA investigation, cooperate with the FAA when needed, and share factual information with the FAA.

Prompt Investigation. The Title VI Coordinator will make every effort to complete discrimination complaint investigations within 60 calendar days after the complaint is received. Some investigations may take longer with a justification for the delay and assurance that the investigation is being completed as quickly as possible.

Contact with Complainant. The Title VI Coordinator or his or her designated representative will meet with the complainant to clarify the issues and obtain additional information, and also speak with community members and potential witnesses, as appropriate.

Investigation Report. After completing the investigation, the Title VI Coordinator will prepare a written report.

Consultation with Legal Counsel. In each case, the Title VI Coordinator will consult with Legal Counsel, as appropriate, regarding the investigation and the report so as to prepare a report that is consistent with the DOT and FAA Title VI nondiscrimination requirements.

Prompt Resolution of Disputes. Throughout the process, the Title VI Coordinator will emphasize voluntary compliance to quickly and fairly resolve disputes with complainants, or with contractors, tenants, or other persons, through negotiation among the parties. **1.**

Forwarding Report and Response to Complainant. At the completion of the investigation, the complainant and respondent will receive a letter of findings and determination of the investigation and any applicable resolution. The letter transmitting the findings and any applicable resolution will state the Authority's conclusion regarding whether unlawful discrimination occurred, and will describe the complainant's appeal rights. A summary of the investigation report, any appeal, or follow-up actions will be sent to the FAA via the *FAA Civil Rights Connect System*.

Appeal Rights. Complainants must be notified of their right to appeal the findings or determinations, and of the procedures and requirements for an appeal:

- The complainant may appeal in writing to the Chief Executive Officer.
- The written appeal must be received within seven business days after receipt of the written decision.
- The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal.
- The Chief Executive Officer will issue a final written decision in response to the appeal.

Avoiding Future Discrimination. In addition to taking action with respect to any specific instances of alleged discrimination, the Authority will identify and implement measures to reduce the chances of similar issues in the future.

Intimidation and Retaliation Prohibited. The Authority's employees, contractors, and tenants will not intimidate or retaliate against a person who has filed a complaint alleging discrimination.

This complaint procedure is shared with the public through the following methods:

#### **Website, In-person, and Other Distribution Methods**

**1** [Documents Forms \(grr.org\)](http://DocumentsForms.grr.org)

**2A** copy of the procedure will be available at airport-sponsored information desks

## **Appendix 1**

### **Population / Language Data**

**B16001 and S1701 tables for the area from [www.census.gov](http://www.census.gov)**

**LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE  
POPULATION 5 YEARS AND OVER**



Note: The table shown may have been modified by user selections. Some information may be missing.

**DATA NOTES**

TABLE ID: B16001  
 SURVEY/PROGRAM: American Community Survey  
 VINTAGE: 2021  
 DATASET: ACSDTSY2021  
 PRODUCT: ACS 5-Year Estimates Detailed Tables  
 UNIVERSE: Population 5 years and over  
 FTP URL: None  
 API URL: <https://api.census.gov/data/2021/acs/acs5>

**USER SELECTIONS**

TABLES: B16001  
 GEOS: Grand Rapids-Kentwood-Muskegon, MI CSA

EXCLUDED COLUMNS: None

APPLIED FILTERS: None

APPLIED SORTS: None

**PIVOT & GROUPING**

PIVOT COLUMNS: None  
 PIVOT MODE: Off  
 ROW GROUPS: None  
 VALUE COLUMNS: None

**WEB ADDRESS**

<https://data.census.gov/table?q=b16001&g=330XX00US266&tid=ACSDTSY2021.B16001>

**TABLE NOTES**

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see ACS Technical Documentation). The effect of nonsampling error is not represented in these tables.

In 2016, changes were made to the languages and language categories presented in tables B16001, C16001, and B16002. For more information, see: 2016 Language Data User note.

Geographical restrictions have been applied to Table B16001 - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER for the 5-year data estimates. These restrictions are in place to protect data privacy for the speakers of smaller languages. Geographic areas published for the 5-year B16001 table include: Nation (010), States (040), Metropolitan Statistical Area-Metropolitan Divisions (314), Combined Statistical Areas (330), Congressional Districts (500), and Public Use Microdata Sample Areas (PUMAs) (795). For more information on these geographical delineations, see the Metropolitan Statistical Area Reference Files. County and tract-level data are no longer available for table B16001; for specific language data for these smaller geographies, please use table C16001. Additional languages are also available in the Public Use Microdata Sample (PUMS), at the State and Public Use Microdata Sample Area (PUMA) levels of geography.

The 2017-2021 American Community Survey (ACS) data generally reflect the March 2020 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances, the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineation lists due to differences in the effective dates of the geographic entities.

Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Explanation of Symbols:- The estimate could not be computed because there were an insufficient number of sample observations. For a ratio of medians estimate, one or both of the median estimates falls in the lowest interval or highest interval of an open-ended distribution. For a 5-year median estimate, the margin of error associated with a median was larger than the median itself. N The estimate or margin of error cannot be displayed because there were an insufficient number of sample cases in the selected geographic area. (X) The estimate or margin of error is not applicable or not available. median- The median falls in the lowest interval of an open-ended distribution (for example "2,500-") median+ The median falls in the highest interval of an open-ended distribution (for example "250,000+"). \*\* The margin of error could not be computed because there were an insufficient number of sample observations. \*\*\* The margin of error could not be computed because the median falls in the lowest interval or highest interval of an open-ended distribution. \*\*\*\*\* A margin of error is not appropriate because the corresponding estimate is controlled to an independent population or housing estimate. Effectively, the corresponding estimate has no sampling error and the margin of error may be treated as zero.

	Grand Rapids-Kentwood-Muskegon, MI CSA	
Label	Estimate	Margin of Error
Total:	1,329,557	±127
Speak only English	1,214,062	±3,126
Spanish:	69,586	±2,373
Speak English "very well"	44,960	±1,863
Speak English less than "very well"	24,626	±1,443
French (incl. Cajun):	2,506	±795
Speak English "very well"	1,581	±370
Speak English less than "very well"	925	±516
Haitian:	279	±174
Speak English "very well"	279	±174
Speak English less than "very well"	0	±26
Italian:	749	±241
Speak English "very well"	646	±234
Speak English less than "very well"	103	±52
Portuguese:	640	±294
Speak English "very well"	329	±131
Speak English less than "very well"	311	±259
German:	2,482	±491
Speak English "very well"	2,275	±476
Speak English less than "very well"	207	±69
Yiddish, Pennsylvania Dutch or other West Germanic languages:	2,810	±495
Speak English "very well"	2,176	±435
Speak English less than "very well"	634	±189
Greek:	139	±72
Speak English "very well"	119	±69
Speak English less than "very well"	20	±26
Russian:	679	±276
Speak English "very well"	568	±262
Speak English less than "very well"	111	±62
Polish:	887	±275

	Grand Rapids-Kentwood-Muskegon, MI CSA	
Label	Estimate	Margin of Error
Speak English "very well"	657	±236
Speak English less than "very well"	230	±96
Serbo-Croatian:	2,740	±616
Speak English "very well"	1,712	±469
Speak English less than "very well"	1,028	±353
Ukrainian or other Slavic languages:	202	±98
Speak English "very well"	187	±99
Speak English less than "very well"	15	±16
Armenian:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Persian (incl. Farsi, Dari):	390	±267
Speak English "very well"	177	±123
Speak English less than "very well"	213	±218
Gujarati:	138	±84
Speak English "very well"	129	±83
Speak English less than "very well"	9	±15
Hindi:	738	±381
Speak English "very well"	576	±332
Speak English less than "very well"	162	±129
Urdu:	110	±106
Speak English "very well"	67	±59
Speak English less than "very well"	43	±52
Punjabi:	1,035	±505
Speak English "very well"	571	±279
Speak English less than "very well"	464	±286
Bengali:	439	±276
Speak English "very well"	375	±249

	Grand Rapids-Kentwood-Muskegon, MI CSA	
Label	Estimate	Margin of Error
Speak English less than "very well"	64	±59
Nepali, Marathi, or other Indic languages:	1,991	±840
Speak English "very well"	726	±391
Speak English less than "very well"	1,265	±623
Other Indo-European languages:	1,158	±381
Speak English "very well"	939	±351
Speak English less than "very well"	219	±130
Telugu:	981	±378
Speak English "very well"	612	±264
Speak English less than "very well"	369	±197
Tamil:	309	±154
Speak English "very well"	294	±147
Speak English less than "very well"	15	±22
Malayalam, Kannada, or other Dravidian languages:	366	±291
Speak English "very well"	185	±146
Speak English less than "very well"	181	±254
Chinese (incl. Mandarin, Cantonese):	2,776	±465
Speak English "very well"	1,292	±309
Speak English less than "very well"	1,484	±352
Japanese:	693	±224
Speak English "very well"	328	±134
Speak English less than "very well"	365	±177
Korean:	1,786	±545
Speak English "very well"	689	±222
Speak English less than "very well"	1,097	±455
Hmong:	153	±139
Speak English "very well"	117	±106
Speak English less than "very well"	36	±42



	Grand Rapids-Kentwood-Muskegon, MI CSA	
Label	Estimate	Margin of Error
Vietnamese:	4,548	±708
Speak English "very well"	1,684	±366
Speak English less than "very well"	2,864	±540
Khmer:	471	±215
Speak English "very well"	152	±90
Speak English less than "very well"	319	±169
Thai, Lao, or other Tai-Kadai languages:	1,699	±377
Speak English "very well"	733	±231
Speak English less than "very well"	966	±300
Other languages of Asia:	1,388	±562
Speak English "very well"	330	±224
Speak English less than "very well"	1,058	±437
Tagalog (incl. Filipino):	1,327	±400
Speak English "very well"	873	±305
Speak English less than "very well"	454	±169
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	290	±181
Speak English "very well"	90	±66
Speak English less than "very well"	200	±168
Arabic:	2,476	±668
Speak English "very well"	1,528	±420
Speak English less than "very well"	948	±402
Hebrew:	181	±126
Speak English "very well"	144	±120
Speak English less than "very well"	37	±57
Amharic, Somali, or other Afro-Asiatic languages:	1,339	±419
Speak English "very well"	566	±247
Speak English less than "very well"	773	±319
Yoruba, Twi, Igbo, or other languages of Western Africa:	559	±246

		Grand Rapids-Kentwood-Muskegon, MI CSA
Label	Estimate	Margin of Error
Speak English "very well"	461	±213
Speak English less than "very well"	98	±96
Swahili or other languages of Central, Eastern, and Southern Africa:	3,384	±892
Speak English "very well"	1,524	±579
Speak English less than "very well"	1,860	±634
Navajo:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Other Native languages of North America:	234	±158
Speak English "very well"	179	±143
Speak English less than "very well"	55	±48
Other and unspecified languages:	837	±423
Speak English "very well"	266	±117
Speak English less than "very well"	571	±412

# POVERTY STATUS IN THE PAST 12 MONTHS



Note: The table shown may have been modified by user selections. Some information may be missing.

## DATA NOTES

TABLE ID: S1701  
 SURVEY/PROGRAM: American Community Survey  
 VINTAGE: 2021  
 DATASET: ACSST5Y2021  
 PRODUCT: ACS 5-Year Estimates Subject Tables  
 UNIVERSE: None  
 FTP URL: None  
 API URL: <https://api.census.gov/data/2021/acs/acs5/subject>

## USER SELECTIONS

TABLES: S1701  
 GEOS: Kent County, Michigan

EXCLUDED COLUMNS: None

APPLIED FILTERS: None

APPLIED SORTS: None

## PIVOT & GROUPING

PIVOT COLUMNS: None  
 PIVOT MODE: Off  
 ROW GROUPS: None  
 VALUE COLUMNS: None

WEB ADDRESS: <https://data.census.gov/table?q=S1701&g=050XX00US26081&tid=ACST5Y2021.S1701>

## TABLE NOTES

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see ACS Technical Documentation). The effect of nonsampling error is not represented in these tables.

Dollar amounts are adjusted to respective calendar years. For more information, see: Change to Income Deficit.

The 2017-2021 American Community Survey (ACS) data generally reflect the March 2020 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances, the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineation lists due to differences in the effective dates of the geographic entities.

Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Explanation of Symbols:- The estimate could not be computed because there were an insufficient number of sample observations. For a ratio of medians estimate, one or both of the median estimates falls in the lowest interval or highest interval of an open-ended distribution. For a 5-year median estimate, the margin of error associated with a median was larger than the median itself. N The estimate or margin of error cannot be displayed because there were an insufficient number of sample cases in the selected geographic area. (X) The estimate or margin of error is not applicable or not available. median- The median falls in the lowest interval of an open-ended distribution (for example "2,500-") median+ The median falls in the highest interval of an open-ended distribution (for example "250,000+"). \*\* The margin of error could not be computed because there were an insufficient number of sample observations. \*\*\* The margin of error could not be computed because the median falls in the lowest interval or highest interval of an open-ended distribution. \*\*\*\* A margin of error is not appropriate because the corresponding estimate is controlled to an independent population or housing estimate. Effectively, the corresponding estimate has no sampling error and the margin of error may be treated as zero.

COLUMN NOTES: None

	Kent County, Michigan					
	Total		Below poverty level		Percent below poverty level	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	644,240	±818	67,319	±3,769	10.4%	±0.6
AGE						
Under 18 years	155,348	±479	21,030	±1,910	13.5%	±1.2
Under 5 years	41,990	±237	6,000	±666	14.3%	±1.6
5 to 17 years	113,358	±405	15,030	±1,578	13.3%	±1.4
Related children of householder under 18 years	154,508	±549	20,227	±1,871	13.1%	±1.2
18 to 64 years	401,315	±548	38,980	±2,163	9.7%	±0.5
18 to 34 years	159,210	±547	20,326	±1,378	12.8%	±0.9
35 to 64 years	242,105	±209	18,654	±1,444	7.7%	±0.6
65 years and over	126,835	±1,228	10,740	±905	8.5%	±0.7
65 years and over	87,577	±307	7,309	±713	8.3%	±0.8
SEX						
Male	318,981	±568	28,789	±1,839	9.0%	±0.6
Female	325,259	±529	38,530	±2,306	11.8%	±0.7
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	495,029	±2,074	38,243	±2,207	7.7%	±0.4
Black or African American alone	60,211	±1,732	15,496	±1,776	25.7%	±3.0
American Indian and Alaska Native alone	2,461	±478	445	±215	18.1%	±8.0
Asian alone	19,788	±785	1,231	±395	6.2%	±2.0
Native Hawaiian and Other Pacific Islander alone	237	±87	74	±75	31.2%	±29.5
Some other race alone	21,548	±2,090	3,874	±738	18.0%	±3.2
Two or more races	44,966	±2,593	7,956	±1,334	17.7%	±2.9
Hispanic or Latino origin (of any race)	71,134	±203	14,594	±1,472	20.5%	±2.1
White alone, not Hispanic or Latino	466,952	±1,328	32,706	±1,892	7.0%	±0.4
EDUCATIONAL ATTAINMENT						
Population 25 years and over	432,151	±464	36,203	±2,089	8.4%	±0.5
Less than high school graduate	33,666	±1,378	7,631	±804	22.7%	±2.3
High school graduate (includes equivalency)	102,847	±2,470	11,978	±1,033	11.6%	±1.0
Some college, associate's degree	129,912	±2,545	10,920	±975	8.4%	±0.7
Bachelor's degree or higher	165,726	±2,605	5,674	±759	3.4%	±0.5
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	353,402	±2,496	20,999	±1,391	5.9%	±0.4
Employed	336,838	±2,763	16,665	±1,192	4.9%	±0.4
Male	178,767	±1,753	7,105	±800	4.0%	±0.4
Female	158,071	±1,784	9,560	±784	6.0%	±0.5
Unemployed	16,564	±1,276	4,334	±698	26.2%	±3.8
Male	8,763	±912	1,987	±396	22.7%	±4.0
Female	7,801	±858	2,347	±553	30.1%	±6.0
WORK EXPERIENCE						
Population 16 years and over	505,889	±819	48,374	±2,601	9.6%	±0.5
Worked full-time, year-round in the past 12 months	231,245	±2,717	3,996	±504	1.7%	±0.2
Worked part-time or part-year in the past 12 months	138,241	±2,724	18,472	±1,161	13.4%	±0.8
Did not work	136,403	±2,292	25,906	±1,809	19.0%	±1.2
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	30,544	±2,165	(X)	(X)	(X)	(X)
125 percent of poverty level	91,305	±4,145	(X)	(X)	(X)	(X)
150 percent of poverty level	115,869	±4,473	(X)	(X)	(X)	(X)
185 percent of poverty level	154,878	±4,917	(X)	(X)	(X)	(X)
200 percent of poverty level	172,410	±5,077	(X)	(X)	(X)	(X)
300 percent of poverty level	290,877	±5,325	(X)	(X)	(X)	(X)
400 percent of poverty level	392,815	±4,985	(X)	(X)	(X)	(X)
500 percent of poverty level	469,667	±4,900	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED						
Male	128,119	±2,809	28,492	±1,448	22.2%	±1.1
Female	62,059	±1,790	11,882	±909	19.1%	±1.4
15 years	66,060	±1,717	16,610	±1,100	25.1%	±1.5
16 to 17 years	155	±82	155	±82	100.0%	±16.2
18 to 24 years	655	±225	637	±229	97.3%	±4.6
25 to 34 years	18,609	±991	6,755	±690	36.3%	±3.1
35 to 44 years	33,087	±1,307	5,292	±694	16.0%	±2.0
45 to 54 years	13,488	±888	2,383	±318	17.7%	±2.2
55 to 64 years	13,740	±885	3,237	±578	23.6%	±3.7
65 to 74 years	19,615	±1,248	4,759	±590	24.3%	±2.7
75 years and over	14,857	±888	2,824	±440	19.0%	±2.9
Mean income deficit for unrelated individuals (dollars)	13,913	±771	2,450	±380	17.6%	±2.5
Worked full-time, year-round in the past 12 months	7,304	±215	(X)	(X)	(X)	(X)
Worked less than full-time, year-round in the past 12 months	57,631	±1,854	1,658	±296	2.9%	±0.5
Did not work	32,302	±1,626	11,084	±812	34.3%	±2.2
Population in housing units for whom poverty status is determined	38,186	±1,593	15,750	±1,098	41.2%	±2.1
	641,163	±889	65,241	±3,772	10.2%	±0.6

## **Appendix 2**

---

## **Unlawful Discrimination**

It is unlawful for airport operators and their lessees, tenants, concessionaires and contractors to discriminate against any person because of race, color, national origin, sex, creed, or disability in public services and employment opportunities. Allegations of discrimination should be promptly reported to the Airport Administration or:

Federal Aviation Administration  
Office of Civil Rights, ACR-1  
800 Independence Avenue, S.W.  
Washington, D.C. 20591

Federal regulations on unlawful discrimination are available for review in the Airport Administration Office.

Coordinator: Heather Day  
Phone: (616) 233-6037  
Address: 5500 44th Street SE, Grand Rapids, MI 49512

---

## **Discriminación Ilegal**

Se prohíbe a los operadores de aeropuertos y a sus arrendatarios, inquilinos, concesionarios y contratistas discriminar contra cualquier persona por motivo de raza, color, nacionalidad de origen, sexo, creencias religiosas, impedimento físico o discapacidad en lo que respecta a servicios público y oportunidades de empleo. Las alegaciones de discriminación deberán ser dirigidas inmediatamente al Administración del Aeropuerto o a:

Federal Aviation Administration  
Office of Civil Rights, ACR-1  
800 Independence Avenue, S.W.  
Washington, D.C. 20591

Los reglamentos sobre discriminación ilegal están a la disposición de los interesados para su examen en la oficina de Administración del Aeropuerto.

Coordinador: Heather Day  
Teléfono: (616) 233-6037  
Dirección: 5500 44th Street SE, Grand Rapids, MI 49512



U.S. Department of Transportation  
Federal Aviation Administration

## **Appendix 3**

### **Title VI Complaint Form**



## Title VI Complaint Form

The Gerald R. Ford International Airport Authority is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, creed, color, national origin, sex, age, or disability as provided by federal and state laws including Title VI of the Civil Rights Act of 1964, The Civil Rights Restoration Act of 1987, and the Age Discrimination Act of 1975. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator – Heather Day.

Complete this form, print it, sign it, and mail, or email to:

By mail to: **Gerald R. Ford International Airport Authority**  
**Attn: Heather Day, Title VI Coordinator**  
**5500 44<sup>th</sup> Street SE**  
**Grand Rapids, MI 49512**

Or

By email to: [HDAY@GRR.ORG](mailto:HDAY@GRR.ORG)

### Complaint Information

Complainant Name	Email Address
Address	City, State, ZIP
Home Phone (include area code)	Business Phone (include area code)



Please check the reason(s) for which you believe you were discriminated:

Race

Creed

Color

Sex

National Origin

Age

Disability

**Airport Service, Program, Opportunity or Activity Allegedly in Violation**

Description of Service, Program, Opportunity, Benefit or Activity (if traveling, indicate Airline used)

Description of Alleged Violator (Airport, Tenant, Concessionaire, Contractor, Other)

Description of Alleged Violation and Requested Remedy

Has this case been filed with the Department of Justice or other government agency or court?

**If you answered “Yes” to the previous question, complete the following:**

Agency or Court
Contact Person
Address, City, State, Zip
Phone
Date Filed
Other Comments

--

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_